



**United States District Court
District of South Dakota**

VACANCY ANNOUNCEMENT 19-02

POSITION TITLE:	Information Technology Technician II
POSITION TYPE:	Regular, Full-time (40 hours per week)
DUTY STATION:	Pierre, SD
SALARY RANGE:	CL 26 (\$44,562 – \$72,458)
OPENING DATE:	December 6, 2018
CLOSING DATE:	Open Until Filled; priority consideration given to applications received by December 27, 2018

POSITION SUMMARY

The United States District Court for the District of South Dakota is seeking qualified applicants for a full-time Information Technology Technician II in the Pierre, South Dakota office. This individual is part of the automation team and provides shared technical support to the District Court, Probation/Pretrial and Bankruptcy staff. This position will also assist in the support of other divisional locations within the District of South Dakota. Periodic overnight travel will be required. The Information Technology Technician II will report to the Director of Information Technology.

REPRESENTATIVE DUTIES

- Provide first and second tier support to end users on workstation, peripherals and applications through help desk requests and customer inquiries.
- Perform troubleshooting to isolate and diagnose common system problems, and documents system events to ensure continuous function. Recommend course of action and implements as approved.
- Coordinate with personnel in network services, server infrastructure, IT security and application administration to restore service and/or identify and correct technical problems.
- Assist in appropriate level software installations, patches, and upgrades to maintain system integrity and security.
- Work with Courtroom Technology Specialist to provide technical support for courtrooms, including audio/visual systems and services, video/electronic evidence presentation equipment, and video conferencing equipment.
- Coordinate video and teleconferences for the court. May involve scheduling, setting up equipment, testing and initiating calls.
- Escalate more complex problems to subject matter experts as necessary.
- Serve as instructor for non-technical staff on technology techniques and applications.
- Install and support mobile technology, including smart phones and tablets.
- Assist in the implementation of short-term and long-range automation improvement plans.
- Write documentation of automation solutions and processes.
- Other duties as assigned.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree or above in related field
- High level knowledge of data center hardware (i.e. UPS, cabling, switches, etc.)
- High level knowledge of Microsoft Office productivity applications
- Support experience with audio/visual technology
- Ability to communicate professionally, both verbally and in writing, with all levels of personnel from judges, executives, coworkers, and front-line end users
- Ability to work self-directed with minimal supervision

PREFERRED SKILLS

- A minimum of three years desktop support, customer support and/or helpdesk experience
- A minimum of three years' experience with Microsoft operating systems in a support role
- A minimum of three years hands on experience with end-user support processes for workstations, servers, and mobile device
- Current technical certification in a related area: Microsoft Certified Solutions Associate or above; current VMware Certified Associate or above
- Judiciary courtroom technology experience
- Experience with VMware, Cisco, APC, Palo Alto, SharePoint, Office 365, OneDrive, Cisco Unified Communications, Skype for Business, and Microsoft Exchange/Outlook
- Support experience with iOS devices
- .net, Linux and visual basic programming experience
- Data and systems security experience

BENEFITS

This position is covered by the Court Personnel System. A generous benefits package is available to permanent employees which includes:

- Ten paid holidays per year
- Paid annual leave accrued at a prorated schedule.
- Paid sick leave accrued at a prorated schedule.
- FERS retirement benefits
- Optional participation in the Thrift Savings Plan (TSP)
- Optional participation in choice of Federal Employees' Health Benefits (FEHB)
- Optional participation in choice of Federal Employees' Group Life Insurance (FEGLI)
- Optional participation in the Flexible Benefits Program
- Optional participation in Long-Term Care Insurance
- Optional participation in private long-term disability plan
- Credit for prior government service towards leave accrual rates and retirement if applicable

ADDITIONAL INFORMATION

- Employees are required to adhere to a *Code of Conduct for Judicial Employees* at all times.
- An FBI background check will be conducted on the selected candidate.
- This position is subject to mandatory electronic funds transfer participation for payment of net pay (direct deposit).
- Applicant must be a U. S. Citizen or eligible to work in the United States.

APPLICATION PROCESS

Qualified applicants should submit the following:

- 1) A completed AO78 Federal Judicial Branch Application which can be obtained at <http://www.uscourts.gov> under Services & Forms>Human Resources Forms.
- 2) A current detailed resume.
- 3) Three professional references to include phone number and email.

Please send application materials in PDF format to brooke_richards@sdd.uscourts.gov.

The U.S. District Court District of South Dakota reserves the right to amend or withdraw any announcement without prior written notice to applicants. If a subsequent vacancy of the same position becomes available within a reasonable time of the original announcement, the Chief U.S. Probation Officer or Clerk may elect to select a candidate from the original qualified applicant pool.

THE U.S. DISTRICT COURT DISTRICT OF SOUTH DAKOTA IS AN EQUAL OPPORTUNITY EMPLOYER.

<http://www.sdd.uscourts.gov/>